



POSITION DESCRIPTION

Manager Information Technology

Local Government | Information Technology, Innovation & Records Management

1. POSITION IDENTIFICATION

Position Title	Manager Information Technology	Position Number	[Insert position number]
Classification	Senior Officer / Senior Executive Officer	Reports To	Director Corporate Services / Director Corporate and Organisational Performance
Directorate	Corporate Services / Corporate and Organisational Performance	Budget Responsibility	[Insert operating and capital budget]
Department	Information Technology, Innovation & Records Management	Direct Reports	[Insert number of direct reports]
Employment Status	Full-time, Permanent	Date Reviewed	[Insert review date]

2. POSITION PURPOSE

The Manager Information Technology leads the strategic direction, delivery and continuous improvement of Council's Information Technology, Innovation and Records Management functions. The role manages Council's ICT operations, asset management, project management and contracts to ensure the ongoing connectivity, stability, security and integrity of Council's technology environment and its users.

The position provides strategic and operational leadership to explore innovative improvements to Council's information and data capability, driving business performance and improved customer and community outcomes, while ensuring statutory compliance in relation to information management, privacy and freedom of information.

3. KEY RESPONSIBILITY AREAS

Strategic IT & Innovation

- Develop, implement and lead strategic, operational and implementation plans for the strengthening of Council's technology and information management systems.
- Provide strategic input and advice to the Director, Executive and Leadership Teams and Council on ICT strategy, emerging technology and business transformation opportunities.
- Prepare forecasting, whole-of-life costing, business cases and sensitivity analysis for major ICT projects and service proposals for consideration by the Executive Management Team.
- Identify opportunities for the application of contemporary business systems that place the customer at the centre of Council services.

ICT Operations & Service Delivery

- Provide effective overall management of Council's IT and Records programs, including hardware, software and network infrastructure.
- Ensure appropriate licensing, system security, patching and documentation of Council's core systems.

- Ensure the provision of user manuals, training documentation and regular training sessions to support staff engagement and effective use of systems.
- Manage all ICT procurement activities to meet legislative and compliance requirements and deliver efficient, effective outcomes for Council.

Project & Risk Management

- Manage ICT projects to ensure delivery within resource, timing and budget constraints, using structured project management processes including risk, issue and change management.
- Identify, document and manage known, new and emerging ICT and information risks in line with Council's risk appetite and policies; maintain the ICT disaster recovery plan.
- Complete post-implementation testing and evaluation of completed projects, ensuring delivery in accordance with plans, specifications and Council procedures.
- Participate in Council's business continuity management program to ensure business disruption is managed appropriately.

Cybersecurity & Data Governance

- Define and drive the adoption of standards associated with data governance, cyber security, architecture and change, informed by relevant state and federal policy and legislation.
- Develop and implement strategies to improve data security, management and integrity across Council's corporate systems and network environment.
- Maintain a current understanding of cybersecurity standards, protocols and best practice, and ensure Council's systems and operations remain compliant with licensing and data protection requirements.

Information & Records Management

- Provide strategic direction, policy development and operational oversight of Council's Information (Records) Management program.
- Ensure compliance with Privacy and Freedom of Information legislation across Council's information holdings.
- Maintain the accuracy, integrity and accessibility of Council's information assets and records systems.

People Leadership & Culture

- Lead, coach and manage staff within the IT and Records team to foster a collaborative, high-performing and customer-focused culture.
- Manage recruitment, performance, development and succession planning for the team, actively attracting and retaining talent.
- Provide leadership by communicating corporate objectives and expectations and developing a strong team focus.

Governance & Compliance

- Ensure Council has a comprehensive suite of policies, procedures and processes related to the functions of the department.
- Comply with Occupational Health and Safety requirements and Council's Risk Management Policy and Framework.
- Adhere to the Victorian Child Safe Standards and Council's Code of Conduct and human resource policies at all times.

4. ORGANISATIONAL RELATIONSHIPS

Reports To	Director Corporate Services / Director Corporate and Organisational Performance
Direct Reports	IT and Records staff, System Analysts, IT Helpdesk staff and contractors
Internal Contacts	Councillors, CEO, Executive Management Team, Directors, Managers, Council staff, Finance and Human Resources
External Contacts	Government departments and agencies, other Councils, contractors, vendors, auditors, professional bodies, the general public

5. ACCOUNTABILITY & EXTENT OF AUTHORITY

- Responsible for the effective and efficient management of the IT and Records programs, their resources, staff and associated policy development.
- Extensive freedom to act in developing policy options, strategic plans and operational decisions within delegation, having regard to Council's strategic goals, budgets and legislation.
- Authorised to commit expenditure within approved delegations and is accountable for the attainment of budget targets, including relevant funding and service agreements.
- Authorised to carry out performance reviews and make recommendations on staff appointments, remuneration and development within the team.

6. JUDGEMENT & DECISION MAKING

- Operates with a high degree of discretion and independent judgement within the scope of priorities agreed with the Director, in accordance with Council policy, legislation and delegations.
- Assesses and advises the Director, CEO and Executive Management Team on complex and sometimes conflicting priorities relating to the delivery of strategic ICT initiatives.
- Displays sound judgement on technical, financial and human resource issues, using creativity and originality to develop new procedures, guidelines and business process improvements.

7. QUALIFICATIONS, EXPERIENCE & SPECIALIST SKILLS

- Relevant tertiary qualification in Information Technology, Information Management or a related discipline, and/or at least four years' experience in a senior ICT leadership role.
- Highly developed knowledge of Information Technology, information management, records management and associated legislation, regulations and standard practice.
- Strong knowledge of installing, configuring and managing networked computer systems, cyber security standards, protocols and best practice.
- Sound understanding and application of public sector budgeting, financial management and procurement principles.
- Experience in project management, tender and contract management, including managing contractors and project staff.
- Current Victorian driver's licence, or equivalent, and a satisfactory National Police Record Check.

8. KEY SELECTION CRITERIA

- Exceptional people leader with proven experience leading teams and building a constructive, customer-focused workplace culture.
- Demonstrated risk and project management skills, with the ability to develop, coordinate and manage tenders, contracts and strategic ICT planning.
- Strong understanding of data governance, cyber security and information management principles, with the ability to interpret data and advise stakeholders.
- Highly developed communication, negotiation and stakeholder engagement skills across all levels of Council.
- Adept at policy and standards development, process analysis and documentation of user requirements.
- Ability to work autonomously, adapt to changing priorities and manage multiple tasks and competing deadlines.

9. CONDITIONS OF EMPLOYMENT

Conditions of employment are in accordance with the relevant Council Enterprise Agreement and Corporate Code of Conduct, and are subject to:

- A satisfactory National Police Record Check.
- Compliance with Council's OHS, Risk Management and Return to Work policies and procedures.
- Adherence to the Victorian Child Safe Standards and related legislation.

This Position Description is intended to describe the general nature and level of work performed by the incumbent. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required, and may be varied by Council from time to time.

Prepared by GEM Executive — a boutique executive search and recruitment firm specialising in local government and not-for-profit placements across Victoria.